

# How to Refer a Customer with a Serious Mental Illness (SMI) to DES for a Decision

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**A. Introduction** ADHS refers applications for customers who have a serious mental illness (SMI) to SSI-MAO. The Tribal/Regional Behavioral Health Authority (Tribal/RBHA) and/or their subcontracted behavioral health providers help customers with the application process, including obtaining and providing the required financial and medical documentation.

The Tribal/RBHA designee screens and only refers to SSI-MAO when the person:

- Has income less than 100% FPL;
  - Is an Arizona resident; and
  - Is a U. S. citizen or qualified non-citizen.
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**B. SMI Referrals to DES** The SSI-MAO Office forwards applications to DES for an AHCCCS Care (AC) decision when the customer's income is less than 100% of the FPL and:

1. SSI-MAO has not received the required medical documentation after sending written requests to both the Tribal/RBHA designee and the customer; or
2. DDSA determined the person is not disabled.

This referral process is handled through the CSU Unit. Follow the steps below to refer a SMI application to DES:

Step	Action
1	Do not discontinue the SSI-MAO eligibility in ACE. This prevents a lapse in coverage pending the DES decision.
2	Update comments in ACE to document the referral.
3	Make copies of the application, the ADHS Checklist/Coversheet, and verification documents ( <u>do not</u> copy or send any medical documentation to DES).

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## How to Refer a Customer with a Serious Mental Illness (SMI) to DES for a Decision, Continued

### B. SMI Referrals to DES, continued

Step	Action								
4	Complete and attach a Turn Around Document to each referred application packet.								
5	Send the application packet through inter-office mail to:  DES/FAA Research & Analysis Site Code 759C R & A contact is: Robin Cook (602) 264-2449								
6	Send the MA-434 to the referring Tribal/RBHA designee to tell them the application has been transferred to DES and the reason for the transfer.								
7	<p>After DES makes their decision, use the following guidelines to process the SSI-MAO case in ACE:</p> <table> <tr> <th>If SSI-MAO is denied because...</th><th>Then...</th></tr> <tr> <td>DES Approves</td><td> <ul style="list-style-type: none"> <li>• Discontinue in ACE using “Disabled/Blind-Not”</li> <li>• Suppress the notice</li> <li>• Notify the Tribal/RBHA designee of the DES approval using the MA-434.</li> </ul> </td></tr> <tr> <td>DDSA determined not disabled</td><td> <ul style="list-style-type: none"> <li>• Discontinue in ACE using “Disabled/Blind-Not”</li> <li>• Issue notice to the customer</li> <li>• Notify the Tribal/RBHA designee of the discontinuance using the MA-434.</li> </ul> </td></tr> <tr> <td>Required information was requested but not received</td><td> <ul style="list-style-type: none"> <li>• Discontinue in ACE using “Disabled/Blind-Not”</li> <li>• Suppress the notice</li> <li>• Issue manual notice MA-532 to the customer</li> <li>• Notify the Tribal/RBHA designee of the discontinuance using the MA-434.</li> </ul> </td></tr> </table>	If SSI-MAO is denied because...	Then...	DES Approves	<ul style="list-style-type: none"> <li>• Discontinue in ACE using “Disabled/Blind-Not”</li> <li>• Suppress the notice</li> <li>• Notify the Tribal/RBHA designee of the DES approval using the MA-434.</li> </ul>	DDSA determined not disabled	<ul style="list-style-type: none"> <li>• Discontinue in ACE using “Disabled/Blind-Not”</li> <li>• Issue notice to the customer</li> <li>• Notify the Tribal/RBHA designee of the discontinuance using the MA-434.</li> </ul>	Required information was requested but not received	<ul style="list-style-type: none"> <li>• Discontinue in ACE using “Disabled/Blind-Not”</li> <li>• Suppress the notice</li> <li>• Issue manual notice MA-532 to the customer</li> <li>• Notify the Tribal/RBHA designee of the discontinuance using the MA-434.</li> </ul>
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